



FREQUENTLY ASKED QUESTIONS

Q. Did Trek Bicycle purchase Spokes Etc.?

A. Yes, Trek has purchased all six locations.

Q. Why did Spokes sell to Trek?

A. *"It wasn't an easy decision to sell the business we've owned and operated since 1986. Yet the reality is that we aren't in our 20s anymore. Having been in partnership with Trek for two decades, we believe it's the right owner to take over our business. Trek shares our core values and takes care of its customers. Equally important, it takes care of its people. Many of our team members will stay on board after the transition, giving you the same personalized service you've come to expect from Spokes." - Jim Strang and Bob Fadel*

Q. Will the stores' names change from Spokes Etc. to Trek?

A. Yes. The name may change but the stores' commitment to Northern Virginia's cycling community will be as strong as ever.

Q. What will happen to Spokes Etc. employees?

A. Spokes has a great team of people. All of these team members will be given the opportunity to continue working in the stores as Trek employees.

Q. Will Spokes Etc. become a Trek-only store?

A. Trek and Electra will be the main bike brands. The stores will continue to sell all of the best accessory brands in cycling.

Q. I purchased a gift card from Spokes Etc. Will Trek honor it?

A. Yes.

Q. Will Trek continue to support the local clubs, teams, rides and events supported by Spokes?

A. Absolutely. We all share the same vision of getting more people on bikes and supporting the local cycling community. Trek is excited to partner with all of the organizations supported by Spokes Etc. and continue the group rides that our customers love.

Q. I have a bike on order that's not a Trek or Electra. What will happen with my order?

A. We will be reaching out to each customer with non-Trek or Electra bike orders to discuss your options.

Q. I placed an online order with Spokes, Etc. What will happen with my order?

A. We will do our best to fulfill all internet orders placed before Feb. 28, 2022.

Q. My bike isn't a Trek. Can I still have it serviced at the stores?

A. Yes. All Trek-owned stores service any brand of bicycle. Plus all Trek-owned stores guarantee 24-hour service turnaround, or we will provide you with a loaner bike for free.

Q. Will the appearance of the stores change?

A. The stores will be updated with new graphics, fixtures and displays as quickly as possible to minimize disruptions to customers. Larger remodels will be evaluated down the road.

Q. My bike isn't a Trek but I purchased it at Spokes Etc. What happens if I have a warranty issue? Do I have to take it to another bike shop?

A. Bring it to any Trek Bicycle store and we will take great care of you.

Q. Can I special order something from a bike brand other than Trek?

A. While we won't be able to order bicycles from other suppliers, we will happily order any part needed to service another brand of bicycle, provided that the brand will deliver the part to us.

Q. Are you still going to offer bike fits?

A. Absolutely. A proper bike fit is crucial to ensure you enjoy your ride.

Q. Will Trek continue to honor the Kids Trade Up Program on kids bikes sold by Spokes Etc.?

A. Yes. We would love to help get your children on new bikes as they grow.

Q. Will Trek continue to honor the Keep it Rolling Protection Plans sold by Spokes Etc.?

A. Yes. Bring your bicycle in for service and we will continue to honor your service plan.

Q. The bike I purchased from Spokes Etc. came with an Advantage Service Plan that offers a year's worth of free adjustments and tune-ups. Will Trek honor this plan?

A. Yes. Bring your bike into any of our locations and we will provide your free adjustments and tune-ups.

Q. I financed my Spokes, Etc. purchase through Synchrony. Will anything change?

A. No. Continue to make your payments directly to Synchrony as usual.